

**FRESNO, CALIFORNIA
CLASS SPECIFICATION**

EMERGENCY SERVICES DISPATCHER I/II

FLSA STATUS:

Non-Exempt

CLASS SUMMARY:

The Emergency Services Dispatcher I is the first and entry level in a three level Dispatch series. Incumbents are responsible for answering and prioritizing emergency and non-emergency calls for service and dispatching emergency personnel to crime scenes and service requests on multi-channel radios and computer aided dispatch systems under close supervision of a Senior Emergency Services Dispatcher.

Incumbents will be required to work weekends, holidays, evenings, and nights. Incumbents may be required to work mandatory overtime.

Distinguishing characteristics within the class, based upon assignment are, at entry, responsibility for assisting with and learning how to perform the essential duties of the classification under close supervision. Emergency Services Dispatcher IIs, journey positions, are responsible for independently performing the essential duties of the classification.

The Emergency Services Dispatcher I is distinguished from the Emergency Services Dispatcher II which is the journey level position. The Emergency Services Dispatcher I/II is distinguished from the Senior Emergency Services Dispatcher, which is a lead worker, responsible for making work assignments, determining completion of work, training, ordering and distributing supplies, preparing reports, and performing administrative tasks in the absence of the supervisor.

Deleted:

Deleted: J

TYPICAL CLASS ESSENTIAL DUTIES: (These duties are a representative sample; position assignments may vary.)

**FRE-
QUENCY**

- | | | |
|----|--|--------------|
| 1. | Answers incoming emergency and non-emergency calls, prioritizing calls and determining proper routing utilizing established guidelines and operating procedures; dispatches <u>sworn and non-sworn personnel</u> . | Daily
25% |
| 2. | Monitors radio channels and dispatches appropriate public safety personnel, ensuring dispatch of <u>field personnel</u> requests for back-up or traffic-related assistance. | Daily
25% |
| 3. | Runs driver's license, vehicle registration, wants, and warrant information checks through the CAD computer system to CLETS and NCIC for outstanding warrants or other information; confirms and relays information to <u>field personnel; calls for towing services and other emergency services agencies</u> . | Daily
20% |
| 4. | <u>Retrieves a variety of information from applicable local, regional, State, and National databases.</u> | Daily
20% |

Deleted: police officers

Deleted: , firefighters, ambulance, and/or towing services to calls for service

Deleted: officer

Deleted: originating officers

Deleted: Inputs and/or

Deleted: r

Deleted: into/

FRESNO, CALIFORNIA

CLASS SPECIFICATION

EMERGENCY SERVICES DISPATCHER I/II

5.	Receives and transmits coded messages to and from <u>sworn and non-sworn</u> personnel.	Daily 10%
6.	Performs other duties of a similar nature or level.	As Required

Deleted: police and fire

Deleted: and field units

Training and Experience (positions in this class typically require):

- Emergency Services Dispatcher I: High School Diploma, or GED, and two consecutive years of substantial public contact experience are required;
- OR
- An equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above. Bi-lingual skills are desirable.
- Emergency Services Dispatcher II: An Emergency Services Dispatcher I may be flexed to the journey level at the discretion of management within the first 18 months of employment. Flexing is contingent upon the successful completion of the Emergency Services Dispatcher Program and certification by the Police Department verifying that the incumbent is capable of performing the full range of duties
- Or
- One year of experience within the last two years equivalent to that gained as an Emergency Services Dispatcher II with the City of Fresno, which included operation of a multichannel Computer-Assisted-Dispatch (CAD) system console and related equipment to dispatch public safety units and successful completion of POST Dispatch Academy at time of application.

Licensing Requirements (positions in this class typically require):

- Typing Certificate
- Successful completion of P.O.S.T Dispatch Academy at time of appointment.
- Basic Class C License
- Successful completion of: polygraph test, psychological examination, medical examination, and an extensive background investigation (Not required upon successful completion of City of Fresno Helicopter In-Training program)

Formatted: Bullets and Numbering

Knowledge (position requirements at entry):

Knowledge of:

- Customer service policies, principles and practices;
- Office procedures, principles, practices and equipment;
- Basic geography.

**FRESNO, CALIFORNIA
CLASS SPECIFICATION**

EMERGENCY SERVICES DISPATCHER I/II

Skills (position requirements at entry):

Skill in:

- Using computers and applicable software applications
- Providing customer services
- Keyboarding
- Working with multiple interruptions while conducting multiple tasks
- Exercising sound judgment
- Interpreting, applying and explaining applicable laws, codes, ordinances, policies, procedures, rules and regulations
- Remaining calm in stressful and emergency situations
- Dealing tactfully with difficult people both telephonically and in person
- Reading and comprehending maps
- Ability to prepare and make effective oral presentations
- Communication, interpersonal skills as applied to interaction with coworkers, supervisor, the general public, business, organizations, elected and appointed officials, media, etc. sufficient to exchange or convey information, give/receive work direction

Physical Requirements:

Positions in this class typically require: feeling, finger dexterity, grasping, hearing, repetitive motions, seeing and talking.

Light Work: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or negligible amount of force constantly to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for Sedentary Work and the worker sits most of the time, the job is rated for Light Work.

Note:

The above job description is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.

Classification History:

Draft prepared by Fox Lawson & Associates (LM)
Date: 12/2007